PRIVACY POLICY

SkillSpace Platform – mobile app (iOS and Android) and website skillspace.fr

Last updated: 10/10/2026

This is an English translation provided for information only. Only the French version of this Privacy Policy is legally binding.

1. Who we are

This Privacy Policy explains how SkillSpace collects and uses the personal data of Platform users (Clients, Providers and visitors). It forms an integral part of the Terms of Use. Capitalised terms have the meaning given to them in the Terms of Use.

The data controller is:

- SkillSpace, a simplified joint-stock company with a sole shareholder (SASU) with share capital of €500.00
- Registered office: 27 avenue Jean Médecin, 06000 Nice, France
- Nice Trade and Companies Register (RCS) – SIREN 109 522 284
- Represented by Eden Rigby Becerra, President
- Personal data contact: admin@skillspace.fr

SkillSpace has not appointed a data protection officer (DPO). Any question about your data can be sent to admin@skillspace.fr.

SkillSpace processes your data in accordance with Regulation (EU) 2016/679 ("GDPR") and the amended French Law No. 78-17 of 6 January 1978 ("Informatique et Libertés").

2. What data we collect

Category	Data	Persons concerned
Identification and contact	First name, surname, email address, mobile phone number, password (encrypted), profile photo	All registered users
Acceptance of the Terms	Version of the Terms accepted, date and time of acceptance, platform used (iOS, Android or web)	All registered users
Identity verification	Result of the verification carried out by Stripe Identity (identity document and selfie). SkillSpace does not keep a copy of the document or the selfie and only receives the result	Providers (and the legal representative of a Company)
Professional information	Status (Individual, Professional, Company), SIRET or SIREN number, legal form, date of incorporation	Professional Providers and Companies
Provider profile	Introduction, skills, experience, stated diplomas, indicative rates, availability, service area, photos, badges, declarations on honour (qualification, insurance), holiday mode status	Providers

Category	Data	Persons concerned
Requests, Slots and Bookings	Content of Requests (type of Job, date, approximate location, indicative budget); offered Slots (date and start time, date sent, status: pending, accepted, withdrawn or expired); Bookings (date and start time, status, rescheduling, cancellations)	Clients and Providers
Messaging	Messages exchanged through the Platform	Clients and Providers
Reviews, reports and moderation	Ratings, comments, responses; reports (author, reported User, conversation concerned, reason, details); no-show reports (author, reported User, Booking concerned, time of the report, any message and photo attached, the reported User's version of events) and the SkillSpace team's decisions (Booking Credit, "reported no-show" shown on the profile); moderation decisions and challenges	Clients and Providers
Payment and Booking Credits	History of Service Fees, Subscriptions and Promotions; card data processed by Stripe, Apple or Google (SkillSpace does not store full card numbers); Booking Credits (amount, origin – cancellation or no-show –, use)	Clients and Providers
Toutou assistant and artificial intelligence features	Questions typed into the assistant and the answers generated; text sent for automatic translation (descriptions, Requests, Reviews, messages you choose to translate); terms typed into search to get suggestions	Users of these features
Tax data (DAC7)	Address, date of birth, tax identification number, SIRET/SIREN, number of Jobs and amounts known to SkillSpace	Providers concerned
Technical data	IP address, device type, operating system, login identifiers, activity logs and app error reports (to fix malfunctions), notification tokens, app language	All users
Location	Approximate or precise location, only if you allow it, to show nearby Providers; time and device position recorded when a Provider taps "I'm on my way" (« Je suis en route ») and when a no-show is reported, in order to handle no-show reports (the position is only recorded if you have allowed location access; otherwise only the time is recorded)	Users who have given their consent; for the time: Providers using "I'm on my way" and Users reporting a no-show

Some data is mandatory to create an Account or make a Booking: it is marked as such when collected. Without it, SkillSpace cannot provide the Service.

SkillSpace does not ask for sensitive data (health, opinions, religion, etc.). Please do not publish any in your profile, Requests, messages, Reviews or questions to the Toutou assistant.

3. Why we use your data and on what legal basis

Purpose	Legal basis (Article 6 GDPR)
Creating and managing your Account and your Client and Provider profiles	Performance of the contract (Terms of Use)
Recording your acceptance of the Terms and their updates (version and date)	Performance of the contract and legitimate interest (proof of acceptance)

Purpose	Legal basis (Article 6 GDPR)
Verifying Providers' identity and SIRET/SIREN, displaying "Verified" badges	Performance of the contract and legitimate interest (user safety, fraud prevention)
Enabling search, Requests, messaging, the offering of Slots, Bookings, rescheduling and cancellations	Performance of the contract
Collecting Service Fees, Subscriptions and Promotions, managing Booking Credits, issuing invoices	Performance of the contract and legal obligation (accounting)
Publishing and moderating Reviews, handling reports of illegal content and challenges (DSA)	Legal obligation and legitimate interest (reliability of Reviews, Platform safety)
Moderation and safety: examining reports of users made from the messaging, including by reading the reported conversations, suspending or deactivating Accounts	Legitimate interest (safety of users and of the Platform, prevention of abuse)
Handling no-show reports: informing the reported User and collecting their version of events, reading the conversation(s) linked to the Booking, looking at the time and, where applicable, the position recorded on "I'm on my way" and when the report was made, deciding whether to grant a Booking Credit and whether to show "reported no-show" on the profile	Legitimate interest (resolving disputes between users, fraud prevention)
Answering questions asked to the Toutou assistant	Performance of the contract (providing the feature you use)
Automatically translating content into your language and suggesting search results	Performance of the contract (providing the feature you use)
Ranking search results according to the criteria in Article 16 of the Terms of Use	Performance of the contract
Handling the deletion of your Account (24-hour period, cancellation, emails), then erasing or anonymising your data	Performance of the contract and legal obligation (right to erasure, Article 17 GDPR)
Keeping, after the Account is deleted, the data required by law or needed to defend SkillSpace's rights	Legal obligation (accounting, tax) and legitimate interest (evidence, handling disputes)
Preventing fraud (multiple Accounts, Trial Period abuse, avoiding the Service Fee), suspending or deleting an Account	Legitimate interest
Reporting DAC7 information to the tax authorities	Legal obligation (Articles 1649 ter A et seq. of the French General Tax Code)
Sending service emails and notifications (offered Slots, confirmation, rescheduling and cancellation of Bookings, no-show reports and the SkillSpace team's decision, review requests, end of Trial Period, price or Terms changes)	Performance of the contract and legal obligation
Sending SkillSpace news and offers	Consent, or legitimate interest for a similar service already used (you can object at any time)
Measuring audience and improving the Platform	Consent (non-essential cookies and trackers)
Responding to requests from authorities and handling disputes	Legal obligation and legitimate interest (defence of SkillSpace's rights)

SkillSpace does not make any decision producing legal effects concerning you based solely on automated processing. Any suspension or deletion of an Account, and any decision taken following a no-show report, is reviewed by a human. The Toutou assistant's answers, automatic translations and search suggestions are generated by an artificial intelligence tool, for guidance only; they do not involve any decision about you.

SkillSpace does not sell your data.

4. Who has access to your data

Other users. Your public profile (first name, photo, introduction, status, badges, indicative rates, Reviews, where applicable the "reported no-show" label decided by the SkillSpace team and, for a Company, SIREN, legal form and date of incorporation) is visible on the Platform. A Client's exact address never appears in a Request. The Platform does not record the service address or the duration of the Job: these terms are agreed directly between the Client and the Provider, in particular through the messaging, and each of them chooses what information to share with the other.

SkillSpace's team. Authorised SkillSpace staff access the data needed for their tasks (support, moderation, accounting). They only read the content of a conversation when it has been reported, or when it is linked to a Booking for which a no-show has been reported, in order to examine the report. The time and position recorded on "I'm on my way" and when a no-show is reported are only looked at by the SkillSpace team, to handle that report.

SkillSpace's technical service providers, acting on its instructions:

Service provider	Role	Location
Amazon Web Services EMEA SARL	Hosting of the app servers and data	Luxembourg (EU) – servers located in France (Paris region)
Amazon SES (AWS)	Sending validation and service emails	France (EU)
Squarespace Ireland Limited	Hosting of the website skillspace.fr	Ireland (EU)
Stripe (Stripe Payments Europe Ltd.)	Card and Apple Pay payments, identity verification (Stripe Identity)	Ireland (EU), with possible transfers to the United States
Apple and Google	Subscriptions taken out via the App Store or Google Play, push notifications; for Google (Firebase), operation of the instant messaging	EU and United States
Anthropic	Artificial intelligence: Toutou assistant answers, automatic translation of content and search suggestions	United States
DOUGS	Accounting services	France

For payments via the App Store or Google Play, Apple and Google process your payment data under their own privacy policies.

Authorities. SkillSpace reports DAC7 information to the French tax authorities, which may exchange it with other EU Member States. It may also disclose data to judicial or administrative authorities upon lawful request.

The consumer mediator (CM2C), if you refer a matter to it, receives the information needed to examine the dispute.

5. Transfers outside the European Union

Your data is hosted in the European Union. Some service providers (in particular Stripe, Apple, Google and Anthropic) may access or process it from the United States. These transfers are covered by the European Commission's adequacy decision on the "EU-U.S. Data Privacy Framework" where the recipient is certified under it, or otherwise by the European Commission's standard contractual clauses. You can obtain a copy of these safeguards by writing to admin@skillspace.fr.

6. How long we keep your data

Data	Retention period
Account and profile data	For as long as the Account exists, then deleted or anonymised when the Account is deleted, 24 hours after the request (see "Deleting your Account" below)
Acceptance of the Terms (version and date)	For as long as the Account exists, then 5 years after its deletion (proof of acceptance)
Hidden Provider profile (end of Subscription, failed payment, end of Trial Period)	12 months to allow reactivation, then deleted or anonymised
Identity verification result	For as long as the Provider profile exists
Messages, offered Slots and Bookings, including the time and position recorded on "I'm on my way" and when a no-show is reported	3 years after the last Booking
Reports (including no-show reports and the SkillSpace team's decisions) and the parts of the conversation examined	1 year from the closing of the report; where a measure is taken (suspension, deactivation, deletion), see "Data relating to fraud or a suspension"
Questions asked to the Toutou assistant and search terms sent for suggestions	As long as needed to answer them; SkillSpace does not keep a history of these exchanges on its servers
Automatic translations	Kept temporarily in memory on our servers to avoid translating the same text again, then erased; not stored permanently
Reviews	For as long as they are published; anonymised when their author's Account is deleted
Booking Credits	For as long as the Account exists (the Booking Credit does not expire); after the Account is deleted, their history is kept for 10 years with the accounting records
Invoices and accounting records	10 years (Article L. 123-22 of the French Commercial Code)
DAC7 data	10 years from the end of the reporting year
Data relating to fraud or a suspension	As long as necessary to prevent fraud and defend SkillSpace's rights, within the applicable limitation periods
Connection logs	1 year
Marketing data	3 years after the last contact
Cookies and trackers	13 months maximum; consent choice kept for 6 months

At the end of these periods, data is deleted or anonymised. Some data may be archived for longer, with restricted access, where required by law.

Deleting your Account

You can request the deletion of your Account in the app, under “My profile” > “Settings & Security” > “Delete Account”. You are then signed out and the Account is deleted 24 hours after your request. From the request onwards, your profile is hidden: it no longer appears in searches and your services and requests are no longer visible to other users (your existing conversations remain available to the people you were talking to). To cancel the deletion, simply sign back in to your Account during this period: your profile then becomes visible again. You receive an email when you request the deletion (your Account “will be deleted in 24 hours”), if you cancel it, and once your Account has been deleted.

The Account cannot be deleted while a Booking is in progress (an upcoming or unfinished Booking, a completed Booking whose processing has not been closed, or an unresolved dispute). If a Booking still exists at the end of the 24-hour period, the deletion is postponed until it has ended.

Once your Account has been deleted, your personal data is erased or anonymised:

- your name is replaced by “Utilisateur supprimé” (deleted user); your email address, phone number, profile photo, password and PIN code are deleted;
- your addresses, your introduction (“About”), your date of birth, the photos and texts of your services and portfolio, your identity documents and your bank details are deleted;
- your favourites, recent searches, notifications, login sessions and notification tokens are deleted;
- your Requests that are still open are cancelled and the interested Providers are informed; the photos and address of your Requests are deleted;
- in the messaging, you appear as “Utilisateur supprimé”, with no photo; the other person’s messages are kept;
- the Reviews you wrote remain published, signed “Utilisateur supprimé”.

The following data is kept, linked only to an anonymised identifier, where required by law or to defend SkillSpace’s rights:

Data kept after the Account is deleted	Retention period
Bookings, payments, invoices and receipts for SkillSpace’s Service Fees, Booking Credits, Subscription payments	10 years (accounting obligations, Article L. 123-22 of the French Commercial Code)
Waivers of the right of withdrawal and acceptances of the Terms, reports, challenges and disputes	5 years from the deletion of the Account (limitation period, Article 2224 of the French Civil Code) or, if a dispute is ongoing, until it is finally closed
Provider’s business identifiers (SIRET number, legal form)	As long as necessary to comply with SkillSpace’s legal and tax obligations

Stripe keeps its own payment and identity verification records, in accordance with its own privacy policy.

7. Security

SkillSpace implements appropriate technical and organisational measures to protect your data: encrypted communications (HTTPS), encrypted passwords, access to data restricted to authorised persons, access to the content of conversations limited to reported conversations and to those linked to a Booking for which a no-show has been reported, hosting with recognised service providers, and delegation of payments and identity verification to Stripe. In the event of a data breach presenting a risk, SkillSpace notifies the CNIL and, where the risk is high, the persons concerned, under the conditions set by the GDPR.

You are responsible for keeping your login details confidential. Report any fraudulent use of your Account to customerservice@skillspace.fr.

8. Your rights

You have the following rights over your data:

- Access: obtain confirmation that your data is processed and receive a copy;
- Rectification: correct inaccurate or incomplete data (most of it can be edited directly in the app);
- Erasure: request the deletion of your data, subject to legal retention obligations;
- Restriction: request that processing be temporarily suspended;
- Portability: receive the data you have provided in a structured, commonly used format;
- Objection: object to processing based on legitimate interest, and object at any time to direct marketing;
- Withdrawal of consent: at any time, without affecting processing already carried out;
- Post-mortem instructions: decide what happens to your data after your death (Article 85 of the French “Informatique et Libertés” Law).

To exercise these rights, write to admin@skillspace.fr from the email address linked to your Account. If there is reasonable doubt about your identity, SkillSpace may ask you for additional information. SkillSpace responds within one month, which may be extended by two months for complex or numerous requests. You can also delete your Account under “My profile” > “Settings & Security” > “Delete Account”: the deletion takes place 24 hours after your request, your profile is hidden from the request onwards and you can cancel it by signing back in during that period (see section 6, “Deleting your Account”).

You can object to telephone canvassing by registering free of charge on the Bloctel list (www.bloctel.gouv.fr).

If you consider that your rights have not been respected, you can lodge a complaint with the CNIL (French data protection authority), 3 place de Fontenoy, TSA 80715, 75334 Paris Cedex 07, France (www.cnil.fr).

9. Cookies and trackers

The Platform uses cookies and trackers that are strictly necessary for it to work (login, security, remembering your choices), which do not require your consent. Audience measurement or advertising cookies are only placed with your consent, collected via the banner shown on your first visit. You can change your choices at any time via the “Cookie preferences” link at the bottom of the website skillspace.fr or in your device settings.

10. Minors

The Platform is restricted to persons aged at least 18. SkillSpace does not knowingly collect data about minors as users. When a Client books childcare, it is their responsibility to give the Provider only the information needed for the Job, preferably after the Booking is confirmed.

11. Data received from other users

A user who receives another user’s contact details in connection with a Booking undertakes to use them only for carrying out the Job. A Client who employs an Individual Provider is solely responsible for processing related to their obligations as an employer (CESU, Pajemploi).

12. Changes

SkillSpace may amend this Privacy Policy, in particular to reflect legal or technical developments. You will be informed of any substantial change by email or notification. The date of the last update appears at the top of this document.

13. Contact

- Personal data: admin@skillspace.fr
- Customer service: customerservice@skillspace.fr
- Post: SkillSpace, 27 avenue Jean Médecin, 06000 Nice, France

This Privacy Policy is available at any time from the app and the website skillspace.fr.